

Training Coordinator

Schedule will include a variety of shifts to meet the training needs of Safe Haven personnel.

Salary commensurate with experience. \$22- \$25 hourly.

Position Summary

The Training Specialist provides onboarding education and ongoing learning opportunities for employees in order to enhance the competencies of individual employees and cultivate their skills and knowledge by designing curriculum and conducting training programs that will boost personnel performance in alliance with Safe Haven's core values and expectations.

Essential Functions

Commitment to Safe Haven's Mission and Core Values, and all other duties as assigned:

Safety: Striving to overcome fear and create a safe environment for all.

- ✦ Design effective training programs, conduct seminars, workshops and individual training sessions for Safe Haven employees to prepare all personnel for the requirements of their positions.
- ✦ In collaboration with Program Directors and Supervisors, evaluate employees' skills and performance quality.
- ✦ Respond calmly to crisis situations, function well under pressure, and take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all clients and colleagues.
- ✦ Maintain security at all times.
- ✦ Comply with MN Mandated Reporting Statute.
- ✦ Uphold the principles of confidentiality as defined and required by the Violence Against Women Act (VAWA).

Empowerment: Creating independence through education, respect and awareness by putting the needs of the survivor and their children first.

- ✦ Participate in the screening, scheduling and facilitation of interviews agency-wide; assist in making hiring decisions.
- ✦ Collaborate with Program Directors and Supervisors in conducting employee performance reviews.
- ✦ Assess training effectiveness to ensure incorporation of taught skills and techniques into employees work behavior.
- ✦ Direct structured learning experiences and monitor their quality results.
- ✦ Maintain professional boundaries with all Safe Haven clients.
- ✦ Manage competing priorities efficiently and effectively.

Equality: Working toward justice and shared power.

- ✦ Acclimate new employees to the work and mission of Safe Haven, conduct all orientation sessions and support and mentor new employees.
- ✦ Maintain records of training and development activities, attendance, results of tests and assessments, and retraining requirements.
- ✦ Role model positive behavior, interactions, conflict resolution etc. for all colleagues, clients and the community.
- ✦ Employ strong ethical values in all aspects of the job.

Teamwork: Collaborating with trust, integrity, passion and competence to reach our goals.

- ✦ Liaise with Program Directors and Supervisors to determine training needs and schedule training sessions.
- ✦ Support Safe Haven's Leadership Team in developing their team members skills.
- ✦ Maintain professional boundaries with colleagues.
- ✦ Contribute to an environment of trust, collaboration and responsibility agency-wide.
- ✦ Read and communicate through email and other means with all other Safe Haven employees on a daily basis, and other agencies as necessary.
- ✦ Abide by Safe Haven's personnel policies.
- ✦ Participate in the upkeep and cleaning of Safe Haven sites.
- ✦ Offer creative suggestions for improvement, growth and/or expansion of policies, procedures and programs.

Compassion: Providing support and resources with non-judgmental advocacy.

- 👉 Attend seminars, workshops, and conferences to keep up with best practices related to domestic violence, trauma informed care, workplace dynamics, employment law, etc. and use knowledge to prepare and coordinate future training sessions.
- 👉 Promote and participate in creating an environment of respect, dignity and sense of self-worth for all survivors.
- 👉 Understand the dynamics of domestic violence, including the complex trauma associated with domestic violence.
- 👉 Positively represent Safe Haven internally and in the community.

Qualifications & Competencies

Required Qualifications

- 👉 College experience in Human Resource Management, Education, Human Service or related field, or 3 years of experience in a related field.
- 👉 Exceptional public speaking skills.
- 👉 Excellence in time management and addressing competing priorities.
- 👉 Experience working with people who are:
 - managing crises.
 - from diverse racial, cultural, social, economic and LGBTQ+ backgrounds.
 - experiencing chronic, persistent mental illness and/or chemical dependency.
- 👉 Demonstrated consistency and dependability in regard to scheduled shifts and/or work hours.
- 👉 Exercise computer skills including, but not limited to, word processing, data entry, spreadsheets and email.
- 👉 Strong written, verbal and interpersonal communication skills.
- 👉 Ability to read, write, speak and understand English.
- 👉 Ability to pass a background check before hire and annually thereafter.

Required Competencies

- 👉 Excellent communication skills.
- 👉 Ability to convey complex information in a way that people understand.
- 👉 Impeccable ability to follow through with assigned, and/or self-directed tasks.
- 👉 Skillful at tolerating and navigating ambiguous situations effectively.
- 👉 Ability to be warm, friendly, positive and approachable.
- 👉 Value diversity and leverage the benefits of different perspectives.
- 👉 Ability to physically attend to the various needs of the Shelter facility (i.e., cleaning/housekeeping, lifting {up to 30lbs}, ascend/descend a flight of stairs, using office equipment {computer, telephone, etc.}).

Desired Qualifications

- 👉 Bachelor's Degree in Human Resource Management, Human Service or related field.
- 👉 Knowledge of Duluth and surrounding area community resources.
- 👉 Experience in a residential facility setting strongly preferred.
- 👉 Understanding of trauma-informed care.
- 👉 Ability to read, write, speak and understand multiple languages including American Sign Language.

Safe Haven Shelter & Resource Center does not discriminate on the basis of race, color, creed, national origin, religion, sex, affectional orientation or gender identity, political affiliation, marital status, status with respect to public assistance, disability, or age in the delivery of services or employment practices.